

# *“Airport Emergency Response... challenges for airlines”*



## **“XIII SEMINARIO INTERNACIONAL DE HURACANES”**

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*Manuel de J. Rodriguez L.*

*Crisis Management – Emergency Response*

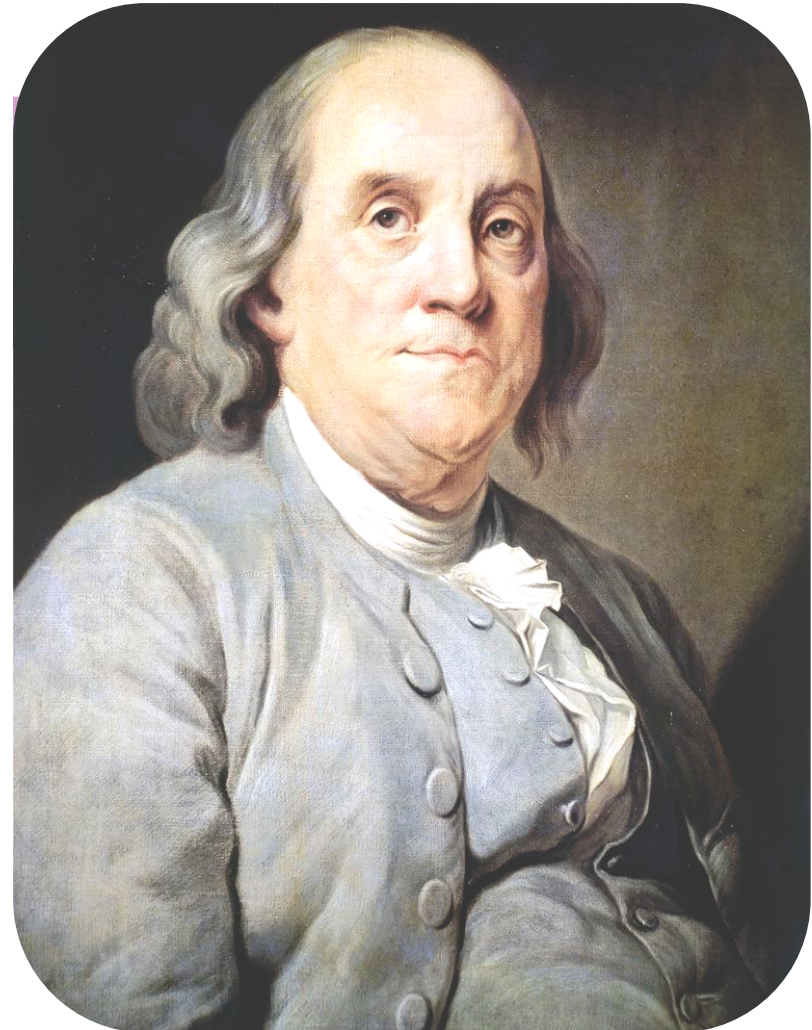
# An honor to be with you

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“BY FAILING TO  
PREPARE, YOU  
ARE PREPARING  
TO FAIL”

**Benjamin Franklin**



# DISASTER...?



For the Greeks a “DISASTER” occurred when the position of the stars was not favorable at a certain time, ...

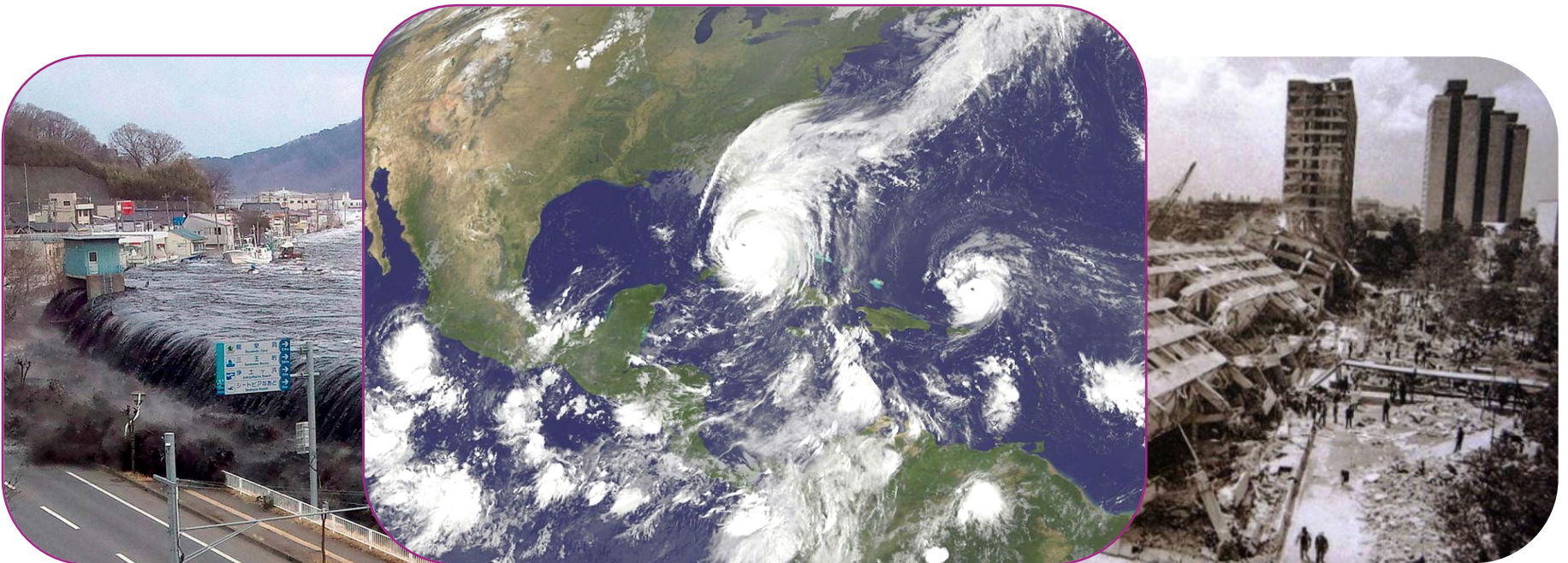
As a consequence of the “unfortunate astral movement”, an “unfortunate destiny was expected”...for example: a bad harvest time, a bad birth, enormous losses during naval battles, bad commercial transactions, and of course...bad earth’s behavior...



# New Disaster definition



“A serious disruption, occurring over a relatively short time, of the functioning of a community or a society involving widespread human, material, economic or environmental loss and impacts, *which exceeds the ability of the affected community or society to cope using its own resources...*” (Wikipedia)



# Disaster classification



- Natural Hazards
- Anthropogenic Non-Intentional
- Anthropogenic Intentional

Categories of Natural hazards  
Categories of Anthropogenic Non-intentional  
Categories of Anthropogenic Intentional

✓ Atmospheric (Meteorological)

✓ Marine conditions

✓ Geomorphological

✓ Geological materials

✓ Hydrological (water)

✓ Terrorism

✓ Extraterrestrial

✓ Weapons of Mass Destruction

✓ Biological

✓ Nuclear

✓ Transportation

✓ Structural

In contemporary academia, disasters are seen as the consequence of an inappropriately managed risk.

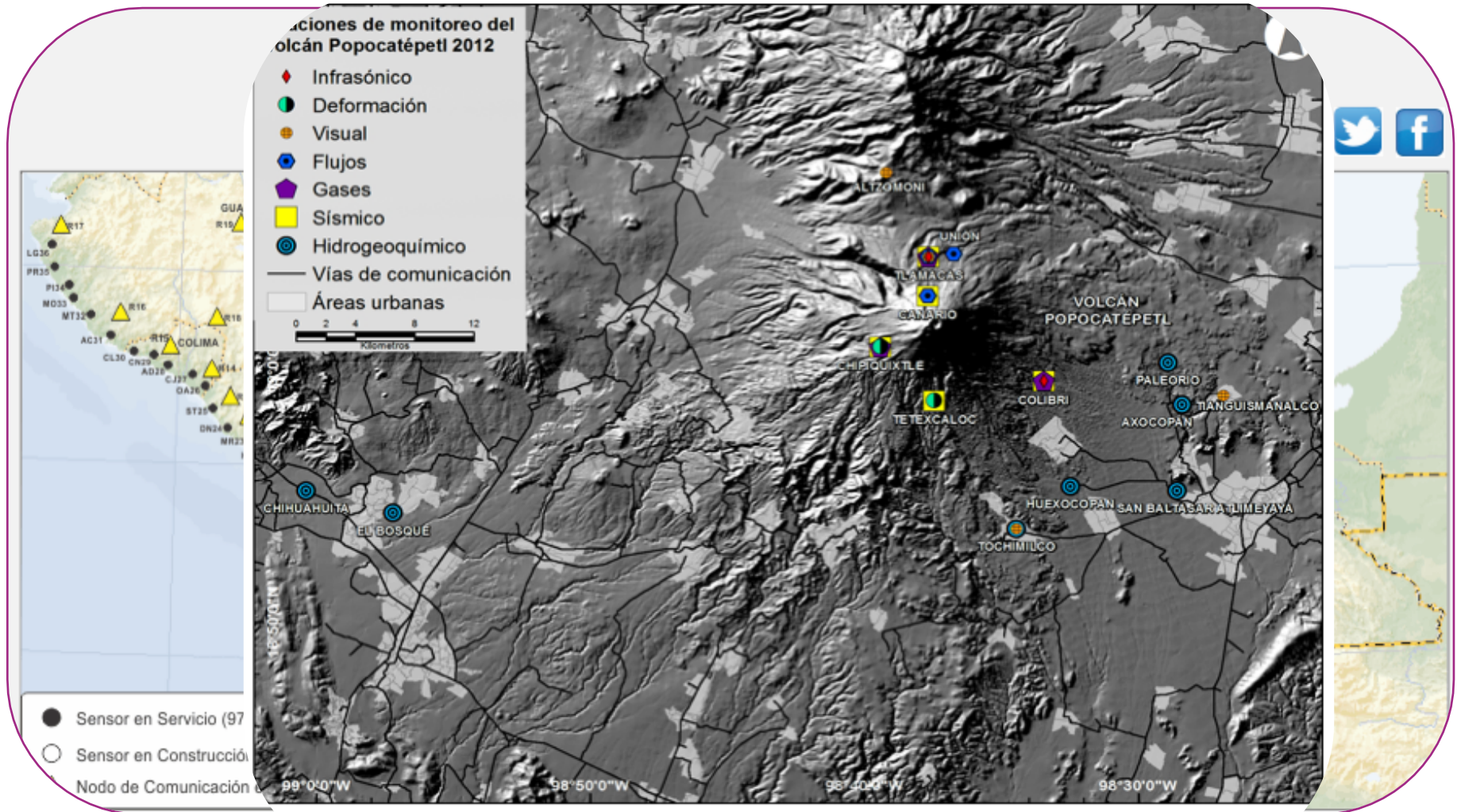
The recent studies reflect a common opinion when they argue that all disasters can be seen as being “human-made”, their reasoning being that human actions before the strike of the hazard can prevent it developing into a real disaster.

# What can we do...vs Nature?



**Surveillance, monitoring, learning, planning and Preparedness**

# Learning, Planning and Preparedness

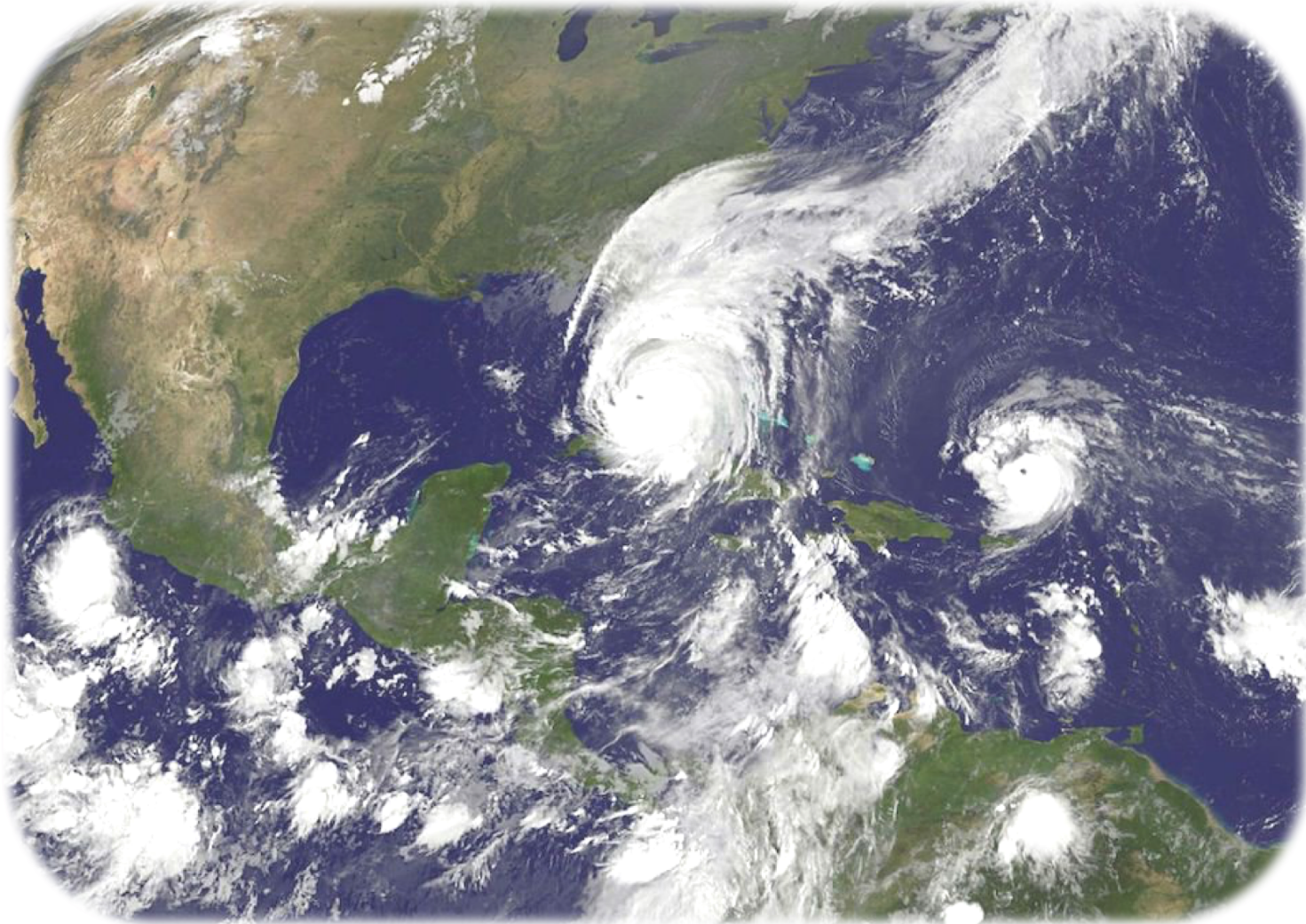


Instrumentación para el monitoreo y vigilancia del volcán Popocatepetl

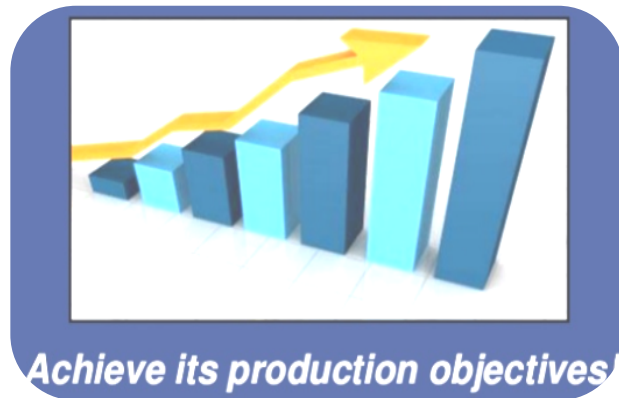
## Surveillance & monitoring,

# Emergency Response Preparedness

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# What's the objective of airlines?



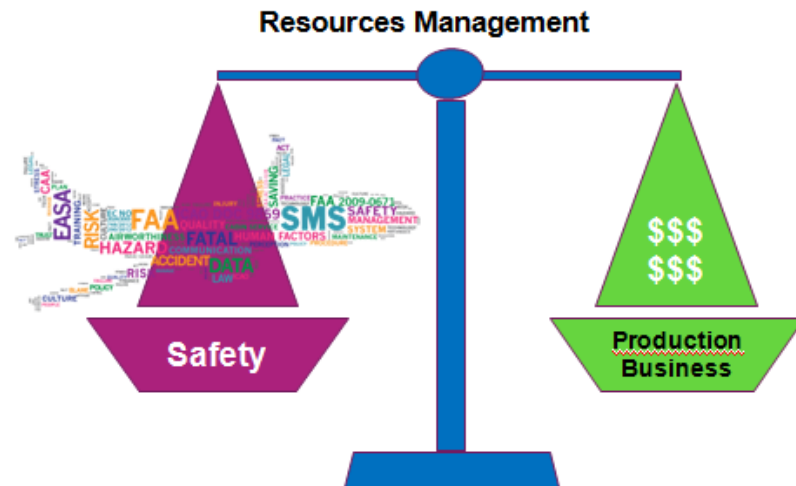
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## Safety Management Systems

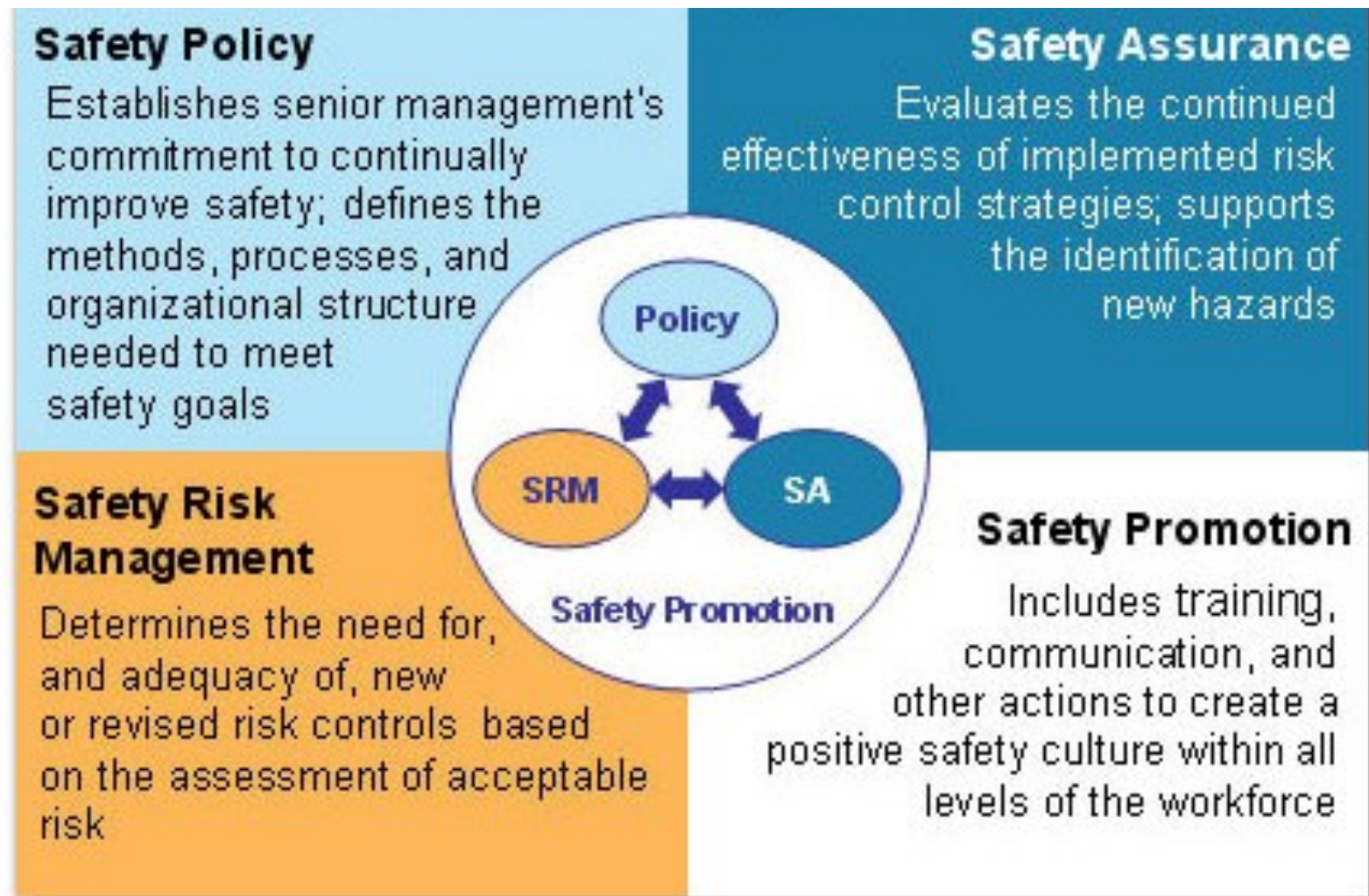
“A **systematic** approach to managing safety, including the necessary **organizational** structures, **accountabilities**, **policies** and **procedures**”.

Being efficient to maintain the  
**BALANCE**  
of  
**Production vs Protection**

Protection = Safety



# By implementing a Safety Culture

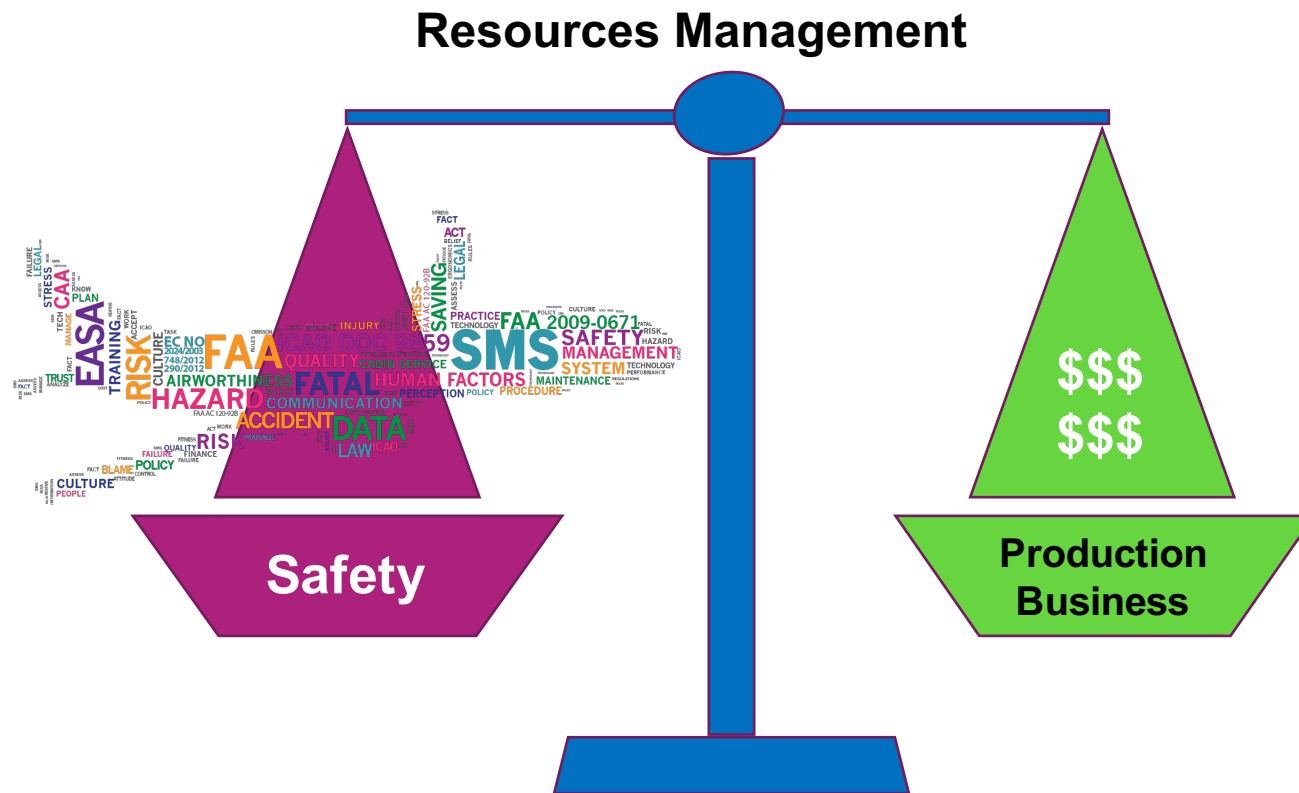


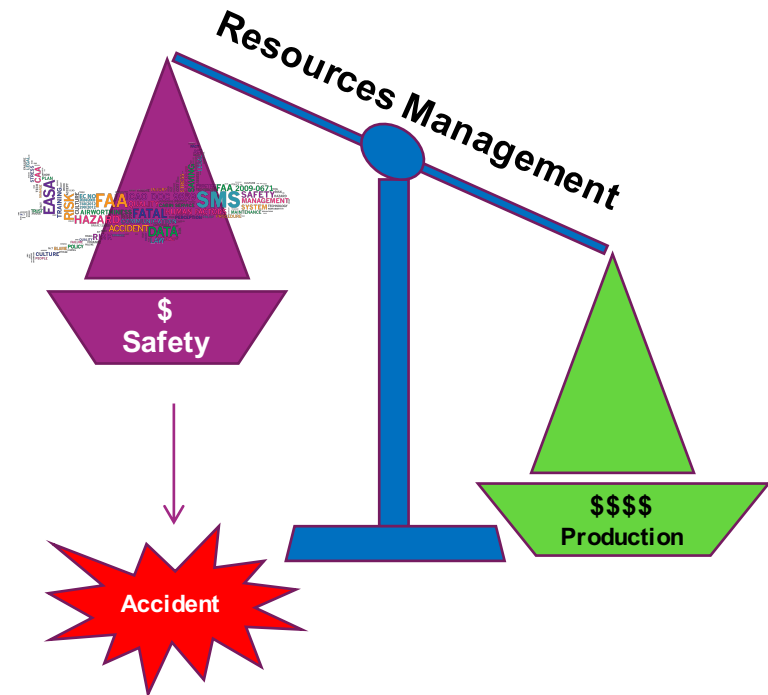
# Safety culture...normally

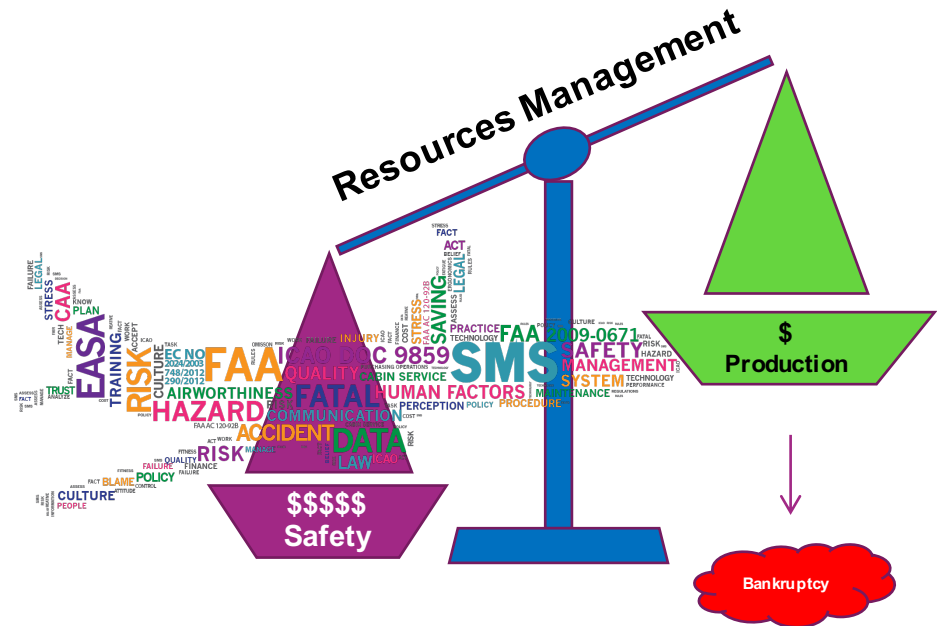
Watch for hazards and report them



# 1<sup>st</sup> Challenge: Balance





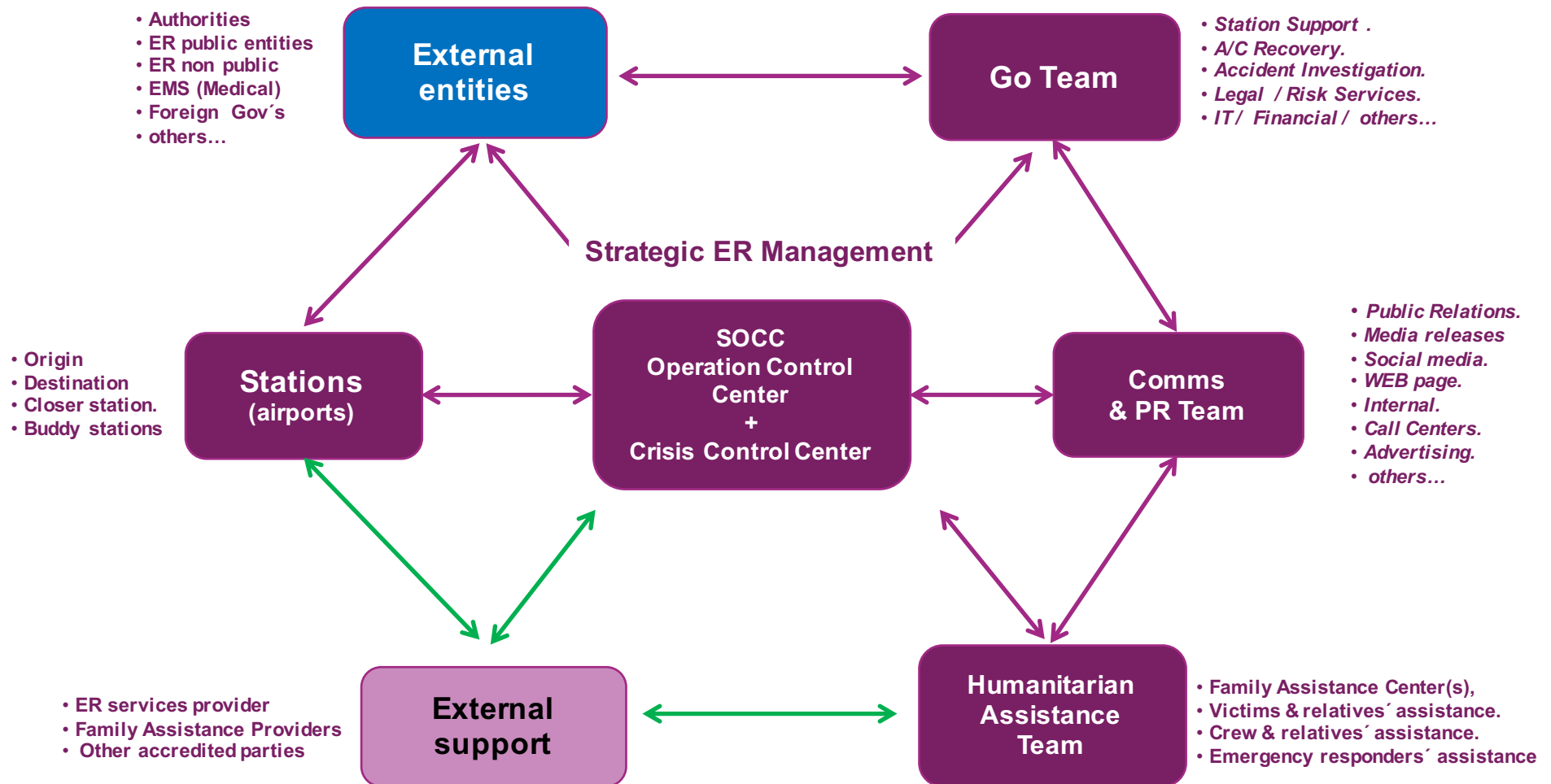




*So, what is the real status of our organizations?*



# 3rd Challenge: Having an ER Plan



**Normally focused in occurrence of an aviation accident...**

# 4<sup>th</sup> Challenge: Compliance with rules

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## ■ **USA regulations**

- *NTSB Federal Family Assistance Plan for Aviation Disasters.*
- *Foreign Air Carrier Act of 1997 , Air 21 & Vision 100*
- *AC 150/5200-31C US Certified Airport Emergency Plan.*
- **Mexico & Central America**
  - *Civil Aviation Laws, Airports Operations Laws, Safety Management System*

## ■ **International rules, recommended standards & industry's best practices:**

- *ICAO Annexes 9, 13 & 19 ; Doc.9973. Manual on Assistance to Aircraft Accident victims and their families; Doc.9998. Policy on Assistance to Aircraft Accidents Victims & their Families.*

## • **ERP Certifications:**

- *CAA (DGAC) SMS Certification program*
- *IOSA (IATA Operational Safety Audit)*
- *ISO 9001:2015,*
- *ISO 14001:2015*

# But...our preparedness vs Natural Disasters ?



Simulation of how the airport from La Guardia, NY, if the sea level rises 7.62 m

# Basic summary of our challenges

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1<sup>st</sup>. Balance P & S: Operative Maturity

2<sup>nd</sup>. Balance OM & ER Preparedness Plan

3<sup>rd</sup>. Have an “active” ER Preparedness Plan (ERP)

4<sup>th</sup> . Compliance with all ER Rules

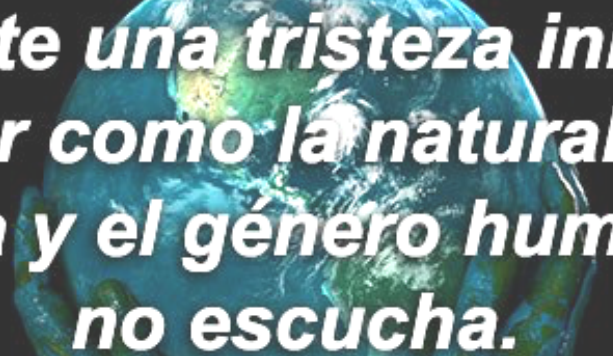
5<sup>th</sup>. Continuous improvement:

- *Engaging employees + outsourcing (Transforming the apathetic staff)*
- *Signing for resources...not just to justify the ER department*
- *ER preparedness culture by preparing responders to respond*
- *Exercise the plan...training - drill, training – drill...for several scenarios*
- *Involvement of all other ER agencies and organizations (Coordination)*
- *Crisis Communication Plan*
- *Family Assistance issues*
- *Ability to respond flexibly...improvise*

5<sup>th</sup>. Consider all categories of hazards

# XIII Seminario Internacional de Huracanes

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***Se siente una tristeza inmensa  
el ver como la naturaleza  
habla y el género humano  
no escucha.***

***Víctor Hugo***

*The Nature always is talking to us...but we are just listening her  
until she is already screaming us...!!!*



***Thanks...!***

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